

State Office Use Only	Missouri Department of Health and Senior Services - WIC & Nutrition Services ADMINISTRATIVE REVIEW WORKSHEET Reporting Fiscal Year: 2010			WIC Operations Manual (WOM), Health & Nutrition Handbook (HNAH) Reference No. or Other	LOCAL AGENCY NAME/#:		Repeat Finding Indicate Yes with X
	DESCRIPTION				MONITOR DATES:		
					WIC STAFF:		
					COMMENTS		
				MS	NI	U	
I. CERTIFICATION							
A. Regulatory time frames:							
1	1. Prescreening is completed at initial contact. (Name, Date, Phone # and Address)	2.1	3.01700				
2	a. All prenatal who miss their initial certification appt. are contacted for rescheduling.	8.5	3.01700				
3	b. Timeframes met based on review of information in MOWINS.	2.1	3.01700				
5	2. Follow-up completed on no-shows and missed appointments.	8.4	3.07000				
B. Eligibility assessment completed properly and information obtained from appropriate source documentation:							
1. Proof of Identity							
11	a. Correct source verified for proof of identity and recorded appropriately.	2.4	3.03850				
13	b. Pending Proof indicated if appropriate proof was not presented at certification.	2.4	3.03850				
16	c. Person present at certification or approved exemption documented.	2.4	2.02700				
2. Proof of Residency							
20	a. Correct source verified for proof of residency and recorded appropriately.	2.4	3.01800				
22	b. Pending Proof indicated if appropriate proof was not presented at certification.	2.4	3.01800				
3. Proof of Income							
27	a. Correct source verified for proof of income and recorded appropriately.	2.4	3.02000				
29	b. Pending Proof indicated if appropriate proof was not presented at certification.	2.4	3.02000				
4. Proof of Income - Adjunct Eligibility							
34	a. Adjunct Eligibility properly verified and documented.	2.4	3.02000				
36	5. Client informed of food redemption procedures.	4.1.3	3.05600, 1.01400				
38	6. Ineligibility notification provided (where appropriate).	2.4.5	3.03300				
40	7. Clients are properly instructed on rights and responsibilities.	2.4.6	2.03200, 3.03950				
42	8. Clients who move from another state or the WIC Overseas Program with valid VOC are provided services to end of certification period.		3.02900				
43	a. Statewide search is completed prior to creating a MOWINS record when using a VOC, to ensure no duplication.		3.02900				
44	9. Demographics is updated on subsequent certification.	2.4.8	2.02800				
400	10. Documented immunization status is verified.	7.1, 7.2	1.01800				
C. Proxy policy:							
52	1. Local Agency follows proxy policy consistently.	4.1.1	3.03800				

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II. CIVIL RIGHTS COMPLIANCE								
60	A. Civil Rights Posters are posted: * The WIC Fair-Hearing poster, * USDA "...And Justice for All" poster, * DHSS "Non-Discrimination" poster and * Transfer poster	T&C	1.05600 1.05700 1.08400 1.08500 3.01100					
62	B. Civil Rights Statements included on all publications and other forms of communication including LWP Web Sites, ie., brochures, letterhead, outreach materials, radio and TV announcements WIC is an equal opportunity program. "In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to the U.S. Department of Agriculture, Director, Office of Adjudication and Compliance, 1400 Independence Avenue SW, Washington, DC, 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer." If the material is too small to include the full statement, the material will at a minimum include the Statement, in print size no smaller than the text line that: "This institution is an equal opportunity provider." (Revised March 4, 2008)	T&C	1.05700					
64	C. Local Agency follows written procedure for handling applicant or participant complaints and grievances.	6.10	1.05700 1.01250					
66	D. Has conducted civil rights training for its staff and volunteers.	10.3	1.01550					
68	E. Maintains records, compiles data and submits reports to effectively enforce nondiscrimination laws	T&C	1.05600					
70	F. Interpretive, reading services or translators are available if needed for clinics. A written policy shall be in place.	T&C	1.05700					
72	G. Informational materials are provided in the appropriate translation, as needed.	T&C	1.05700					
74	H. Facility is accessible to and usable by clients with disabilities including but not limited to wheelchair bound, walkers, hearing impaired, sight impaired and mentally challenged.	T&C	1.05700					
76	I. Allows equal access to its program, regardless of race, color, national origin, sex, age, or disability to participants.	T&C	1.05700					
78	J. Impact analysis is completed prior to implementing significant service changes.	6.4, 13.3	3.01500					
III. ACCOUNTABILITY								
82	A. Records required for audit and review are retained, including state and independent.	14.4, 14.5	1.05900 1.06000					
B. Record Destruction:								
84	1. Record destruction is properly handled and documentation of record destruction is retained.	14.5	1.06000					

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	C. Documentation for WIC-purchased equipment:							
86	1. Inventory list is available and appropriate for WIC-purchased equipment other than computer and is properly tagged.	12.1	1.04900					
	2. Computer Inventory list is properly maintained:							
88	a. Computer equipment is properly tagged.	12.0	1.04900					
90	b. Total computer equipment inventory was updated within the last year and appropriate information is on equipment inventory (Tag numbers, type, serial numbers, model numbers, date, status and cost if bought by LWP and site location).	12.0	1.04900					
92	D. Equipment functions properly or appropriate steps have been taken for repair or replacement.	12.0	1.05100					
94	E. Equipment is properly secured from theft or vandalism.	12.0	1.05100					
IV. FINANCIAL MANAGEMENT								
	A. WIC-24 cost reports reflect actual expenditures:							
100	1. Expenditures are for items that are WIC allowable.	11.0	1.03400 - 1.04700					
102	2. Expenditures are billed under the appropriate budget line item.	11.0	1.03400 - 1.04700					
104	3. Source documentation is retained.	11.0	1.03400 - 1.04700					
108	4. Contractor has spent one sixth (1/6th) of the funds received/documentated on nutrition education. (See Administrative Cost Report from previous FY)	11.5.5	1.02700					
110	5. Contractor has obtained written approval from state WIC staff for the purchase of items not included in the Local Agency Plan (LAP).	11.7	1.03300 1.04300 1.04100					
112	6. Non WIC program (i.e. in-kind) funds are documented and recorded to meet requirement of contract or LAP. (See WIC -24C)	11.2	1.03300 1.04700					
114	7. Indirect costs do not exceed eight (8) percent of total direct contract costs, if applicable. (See Administrative Cost Report from the end of the last FY)	11.5.4	1.04500					
116	8. Staff time is documented correctly for functions performed.	11.5.6	1.03400 1.03500					
118	9. Sub-contracts - Reimbursement is only for terms of contract & appropriate documentation is retained for reimbursement.		1.03600					
V. FOOD DELIVERY SYSTEMS								
136	A. When agency staff are also participants or proxies, food instruments are printed and issued by another staff member.	4.0	1.07000					
138	B. When agency staff are also participants or proxies income, health assessment & nutrition assessment are completed & recorded in chart by a non-related staff member.	4.0	1.07000					

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	C. Investigates, justifies, and request audit exceptions for irreconcilable food instruments including the following:							
140	1. Lost/Stolen or voided and redeemed checks are investigated, have appropriate documentation in MOWINS, and local agency warns or sanctions participants when appropriate.	4.0	3.06200, 3.10400					
144	2. Local agency correctly enters and documents the issuance status in MOWINS.	4.0	3.04000, 3.06200, 3.10400					
	D. Food instrument issuance to participants:							
164	1. Food instruments are issued even when client refuses nutrition education.	5.1.6	2.06100					
166	2. Food instruments are properly issued to clients.							
50	a. FI's are issued to eligible participants or appropriate proxies.	4.0	3.01800, 3.03800, 3.04800					
167	b. Lost/Stolen FI's are replaced according to policy.	4.0	3.06200					
320	c. FI's are mailed according to policy.	4.0	3.04800, 3.05500					
170	E. Separation of duties - Health professional staff assigning risk factors do not, on a regular basis, issue food instruments.	4.0	1.01250, 2.01400, 2.01500, 3.04000, 3.04800					
	VI. MANAGEMENT							
	A. Voter Registration:							
176	1. All staff have completed Voter Registration training within 6 months of hire and annually thereafter.	10.4	3.02700					
178	2. Voter registration declination forms and weekly tally sheets are kept on file according to WOM policy.		3.02700					
180	B. State WIC office is contacted and gives authority prior to a client being sanctioned, and MOWINS documented.	15.8	1.06200					
	C. Public notification done as required:							
182	1. Annually (during first quarter of fiscal year) regarding availability of services	8.6	1.02200					
184	2. To announce significant program changes	8.6	1.02200					
558	D. Volunteers are appropriately trained and supervised.	10.1.7	1.01600, 1.01700					
583	E. Breastfeeding Peer Counselor has a signed Confidentiality Agreement on file.	BFPC 1.6	BFPC Program Policy Manual, 6.00200					
193	F. All staff have Breastfeeding Promotion Orientation Training within 6 months of hire and annually thereafter.	10.0	1.01550					
194	G. Most current version of WOM is accessible to all WIC staff.	14.1	1.02300					
	H. Data Security:							
196	1. Each individual using the system has, and only uses, own user ID.		3.01400, 3.01500					

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198	2. Each individual signs on & off appropriately so no one else uses their user ID.		3.01400, 3.01500					
200	3. Local Agency immediately deletes the user ID of individuals who terminate employment.		3.01400					
202	I. WIC clerks are appropriately trained.	10.1	1.01550					
204	J. Communication is disseminated to all WIC staff.	14.3						
VII. ASSESSMENT, PLANNING AND EVALUATION								
210	A. Outreach plan is appropriate to local area and population and is on file.	8.3	1.02100					
212	B. Outreach plan has been implemented.	8.3	1.02100					
VIII. CLINIC ENVIRONMENT, ACCESSIBILITY OF SERVICES, CUSTOMER SERVICE								
220	A. Clinic provides voter registration services.	6.6	3.02700					
222	B. Clinic prohibits smoking. No Smoking sign is posted in a visible location.	6.7	1.02600					
224	C. Contractor identifies in a highly visible manner where WIC services are located at each site.	6.9						
	D. Availability of Appropriate Health Services:							
226	1. Clinic has a plan for continued efforts to make health services available to participants at the clinic or through written agreement with health care providers when health services are provided through referral.	7.2	1.01800					
46	E. Client confidentiality is protected.	2.5 T & C	1.01700					
IX. EQUIPMENT								
	A. Infant anthropometric equipment:							
235	1. Scales meet requirements. List date inspected:	12.3	HNAH					
237	2. Recumbent length board meets requirements and 90 degree angle foot piece is used.	"	"					
	B. Woman/Child anthropometric equipment:							
241	1. Scales meet requirements. List date inspected:	12.3	HNAH					
243	2. Height measuring device meet requirements and device is positioned correctly.	"	"					
	C. Hematological/hemoglobin equipment & condition:							
245	1. Hemoglobin meter is in working order.	12.3	2.04350, HNAH					
247	2. Microcuvettes are within expiration date and used within open shelf life.	"	"					